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0000179374

ARIZONA CORPORATION COMMISSION

April 28, 2017

To: Docket Control

RE: ARIZONA PUBLIC SERVICE – Electric – Customer Comments
Docket # E-01345A-16-0036 & E-01345A-16-0123

Please docket the attached 3 customer comments OPPOSED to the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

APR 28 2017

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AZ CORP COMMISSION
DOCKET CONTROL
2017 APR 28 P 3:40

E-01345A-16-0123
E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 4/28/2017
Opinion Number: 2017 - 140320 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 4/28/2017 8:52 AM

First Name: Jesus **Last Name:** Saenz **Account Name:** Jesus Saenz
Address:
City: **State:** **Zip Code:**
Email: <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036 **Docket Position:** Against

From: Jesus Saenz <<< REDACTED >>>

Sent: Thursday, April 27, 2017 8:43 AM

To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

Subject: Historical Electric Rates

Good morning,

I am writing today to request the historical rate changes from Arizona Public Service Company such as the example I have attached. (See Manage Documents)

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Roxanne Best

Phone: <<< REDACTED >>>

Opinion Date: 4/24/2017

Opinion Number: 2017 - 140226

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 4/24/2017 11:33 AM

First Name: Jackson

Last Name: Cox

Account Name: Jackson Cox

Address: <<< REDACTED >>>

City: Yuma

State: AZ

Zip Code: 85367

Cell: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Arizona Public Service Company

Division: Electric

Nature Of Opinion

Docket Number: E-01345A-16-0123

Docket Position: Against

I have been reading the many comments filed by state residents. By and large, these comments are generally opposed to the proposals by APS and I wish to join them in that opposition. First, I think that those ACC commissioners who accepted campaign contributions from APS and its parent companies should recuse themselves from any decision that will be made regarding this docket. One would think that after the cloud cast in the prior election by the possibly illegal funding by these companies that these candidates would have rejected any funds from them. Note that before APS started funding their campaigns, they voiced opposition to the prior funding fiasco. Because they did not, they should not be allowed to vote on this issue. One has only to read docket #E-01345A-16-0036 and try to understand their APS bill to fully appreciate what APS is attempting to load onto their ratepayers. CUSTOMER ACCOUNT CHARGE: We have to pay APS to have an account with them. It should be the other way around. APS should reimburse the ratepayer for purchasing their product. Feels like going to Sams Club or Costco. This charge alone amounts to \$1.8 Million MONTHLY. DELIVERY SERVICE CHARGE/FEDERAL TRANSMISSION AND ANCILLARY SERVICES: One and the same? We're just paying for it twice- \$18.55 Million MONTHLY. METERING/METER READING/BILLING: Paying for them to measure their product with a "smart-meter", which we are paying for but don't own. (Try to take it with you if you move!) Just how long do we have to pay for that meter? And of course, we have to pay for them to bill us. When the meters were changed from manually read meters to the "smart-meters" the "reading" billing cost didn't go down. Using APS declared customer base of over 1,000,000 customers, these "services" amount to a MONTHLY income of \$6.44 MILLION based on my current bill. ENVIRONMENTAL BENEFITS SURCHARGE/FEDERAL ENVIRONMENTAL IMPROVEMENT SURCHARGE: HUH??? How many times do we have to fund the "environment"? \$4.89 Million MONTHLY. FOUR CORNERS ADJUSTMENT: Figure this one out. APS purchases part (63%) of a generation plant in New Mexico that is known for its huge emissions from coal burning generators without asking its' customers and then charges us for it. Shouldn't this be part of doing business? Maybe some of those "environmental surcharges" will be used here. \$1.26 Million MONTHLY. LCFR ADJUSTOR; "A charge to recover fixed costs of providing service, such as power poles, wires, and other delivery infrastructure, that are lost due to mandated energy efficiency and rooftop solar.?" In other words, listen to APS propaganda about saving energy, but when you do, you're going to pay for it. APS spent probably millions of dollars advertising and subsidizing (read: the ratepayer pays all "subsidizing and rebates") to get consumers to purchase and use CFL and LED lighting, then applied for and was approved a rate hike by the ACC. APS told ACC they weren't "selling enough electricity". \$1.23 Million MONTHLY. Why should the APS ratepayer pay "retail" for the same electricity that APS wholesales to other power entities? The ratepayer is paying for these generating and transmission facilities, so why don't we have the same rates? In Summary, I realize that a company is in business to make a profit. This I do not deny APS, but let's have a fair rate of return. My objection is to their questionable and unfair practices of attempting to have the ratepayer directly subsidize a private monopoly to develop and implement technologies that will primarily benefit the APS "bottom line"?

E-01345A-16-0123

**Arizona Corporation Commission
Utilities Complaint Form**

| | | Investigation | |
|---|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 4/24/2017 | Roxanne Best | Web Submission | Investigation |
| Comments noted for record and docketed. Closed. | | | |

E-01345A-16-0123**E-01345A-16-0036 Arizona Corporation Commission
Utilities Complaint Form****Investigator:** Roxanne Best**Phone:** <<< REDACTED >>>**Opinion Date:** 4/24/2017**Opinion Number:** 2017 - 140242**Priority:** Respond within 5 business days**Opinion Codes:** Rate Case Items - Opposed**Closed Date:** 4/24/2017 10:59 AM**First Name:** Alan**Last Name:** Nelson**Account Name:** Alan Nelson**Address:** <<< REDACTED >>>**City:** Parker**State:** AZ**Zip Code:** 85344**Cell:** <<< REDACTED >>>**Email:** <<< REDACTED >>>**Company:** Arizona Public Service Company**Division:** Electric**Nature Of Opinion****Docket Number:** E-01345A-16-0123**Docket Position:** Against

I paid my current bill on-line on April 4, 2017 in the amount of \$240.52. On April 19, 2017 APS pulled another \$240.52 from my bank account without my authorization. The APS representative I spoke to on April 21, 2017 stated that I was signed up for auto-pay. When I told her I DID NOT sign up for auto pay, she said that I would have had to, because APS couldn't do it themselves. Apparently it automatically enrolled me during the recent website change. I told her I wanted to dis-enroll from auto-pay and she said I would have to do it on my end since APS could not do it. She then walked me through how to dis-enroll. I could not do so because the APS website wouldn't let me check a box to confirm I wanted to dis-enroll. SHE THEN DIS-ENROLLED ME on her end, something she stated they could not do. I demanded my double payment amount of \$240.52 be returned and then told me that they could request a check refund, but it would be over 30 days before I would receive it. WITHOUT INTEREST! I then reluctantly agreed to an account credit, which I will be patiently awaiting to see if it gets posted. Ever since they re-designed their website and closed all satellite offices, their customer service has been atrocious. When they revamped the website, I couldn't access it and there was another address/residence on my account, that it took them several days and several phone calls to different divisions to rectify, all the time blaming the errors on ME! Just as in this contact, they implied it was ALL MY FAULT and BLAMED ME, whiel constantly lying to me. I am a retired veteran on a fixed income and cannot have companies taking money out of my bank account at will, and double-charging me and holding it for over 30 days without providing some compensation. If I was 30 days late with my payment, I'm quite sure they would charge me extra. While I reluctantly agreed to the credit, I AM NOT and WAS NOT satisfied with their actions. They shaved millions of dollars from their overhead by closing statewide offices and decreasing services to the residents of Arizona, and still come to the Commission with their hat in hand begging for rate increases every year. They do not deserve or need ANY rate increases, and should lower their rates, in proportion to the money saved by removing customer service to the people they serve, especially in the rural areas and to elderly citizens who may not be computer literate, or have internet access. They have a monopoly of business and treat customers like a piggy bank with only concern for their bottom line. NO TO ANY APS RATE INCREASES!

Investigation**Date:****Analyst:****Submitted By:****Type:**

4/24/2017

Roxanne Best

Web Submission

Investigation

Complaint submitted 140217. Comments noted for record and docketed. Closed.

Arizona Corporation Commission
Utilities Complaint Form
